

Statement of Interest in Long Term Care Reform

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Description: The Department of Human Services is designated by the Kenosha County Board of Supervisors to administer human service programs including the Divisions of Aging Services, Disability Services, Health, Children and Family Services, Workforce Development, Veteran Services and Brookside Care Center.

Interest in Planning and Implementation of Long Term Care Reform

Kenosha County would like the opportunity to implement a Family Care Program, as a state Medicaid entitlement, to meet the long-term care needs of a growing population of eligible older persons, persons with developmental and physical disabilities and at a future date, persons with mental illness. We have been interested and ready to work with the state of Wisconsin on long term care reform for six years. Kenosha County has invested significant time and money in developing an infrastructure that will allow us to manage community long-term care in a risk-based environment. Our motivation is simple—that our citizens be entitled to the support they need, in a setting that provides quality, cost-effective care consistent with their preferences.

Our Long Term Care Council is very concerned that services and decision-makers be locally based and accessible to the public and supports planning for a Kenosha County model of Family Care.

Kenosha County's population of older persons is expected to grow at a rate higher than that of the state according to a report prepared by The Management Group based on 2000 census data.

Population Projections 2000-2010		
	<u>Kenosha County %Change 2000-2010</u>	<u>Wisconsin % Change 2000-2010</u>
65-74	16.2%	11.3%
75-84	- 5.0%	- 4.3%
85+	30.7%	21.9%
Total 65+	10.3%	7.1%

There are approximately 597 persons in Kenosha County on Medicaid in nursing homes, 355 persons in COP and MA-Waiver, 230 in CIP1A or B and 575 persons from all target groups on Kenosha County's waiting list.

In a 1997 concept paper to DHFS we said, "Kenosha County believes that its elderly and disabled citizens deserve a locally accessible, locally operated, publicly accountable, consumer-centered, outcome-based, comprehensive system of care." Our vision hasn't changed. Information, options counseling, eligibility determination, access to services, benefit assistance and prevention services would be provided locally, as it is now, through the Aging and Disability Resource Center. We envision consumers having a choice of Family Care administered by Kenosha County, a Partnership Program or other integrated model approved by the state and an SSI Managed Care program.

Our Family Care Program would offer and encourage participation among members in prevention activities that will help them manage their chronic illnesses, avoid acute care episodes, increase function and prevent decline. Our department has been very involved in Falls Prevention and the Chronic Disease Self-Management Program and is in the process of implementing those prevention interventions for our Waiver participants.

With implementation funds in 2006 for provider network development and business analysis activities we could begin enrollment in July, 2007.

Geographic Area of Interest:

Kenosha County

Proposed Nature and Scope of the Program

Target Groups

Kenosha County's Family Care Program will serve elderly, developmentally disabled and physically disabled adults with long term care needs and participate in service coordination and integration for persons with mental illness.

Benefit Package

Service Coordination and care management
Supportive home care
Residential care-including nursing home
Adult day services or respite care
Home delivered meals
Home modification
Disposable medical supplies
Transportation
Falls risk assessment
Chronic Disease Self-Management Program

Fiscal Soundness

1. MIS Systems – Kenosha County has the infrastructure in place to support Encounter Reporting, HIPAA-compliant claims submission, and financial management of a managed care business process. (see MIS section on page 4.)
2. Eligibility Coordination – Enrollment and eligibility management has been an ongoing challenge for Family Care and Partnership programs. Kenosha County is uniquely positioned to ensure a smooth operation because we have historically co-located the ESS staff who process Long Term Care eligibility within our Resource Center (even prior to us becoming a Resource Center!) Working in close proximity, eligibility dates, cost shares, and room & board obligations are communicated effectively among all parties.
3. Residential Cost Management – This service category is proving to be the most challenging and costly of long term care services. Kenosha County has implemented Quality Standards in all residential contracts for 2005 and has converted all providers to a comprehensive budget and actual expense worksheet model. Data from these tools populates a database used to analyze expenditures and negotiate rates. Our intent is to create a value-purchasing paradigm in which we support quality, cost-effective residential providers thereby improving upon existing practices state-wide.

Program Effectiveness

Family Care programs have been able to eliminate waiting lists for community based long term care, achieve positive member outcomes, reduce average Medicaid costs and survive in a managed care environment. This was achieved with significant time and cost for those counties and the state. With the benefit of their experience and the advantage of having certain systems in advance of enrollment, we feel that Kenosha County is positioned for a comparatively smooth transition to Family Care and the achievement of similar outcomes.

Resource Center

Kenosha County has a full service resource center including information and assistance, options counseling, benefit assistance, adult protective services, crisis intervention, caregiver support and other services for elderly, physically disabled, developmentally disabled and mentally ill consumers and their families. Many of these services can help forestall publicly financed long-term care, for example:

- Information, support and counseling can help consumers and family caregivers reduce stress, stretch the support they're able to provide and use their own resources more effectively.

- Eligible consumers are helped to access Social Security that can be used for care needs, and Medicare coverage for allowable medical costs.
- Assistance is provided in finding the prescription drug programs that will best cover consumers' needs and help avoid health decline.

Interdisciplinary Care Management

Kenosha County has employed nurses on our case management team since 2000. We use them to coordinate with primary health care providers and to help manage medically complex conditions. Social workers and registered nurses work with consumers as part of the care management teams in Kenosha County to help meet consumer outcomes and communicate with primary health care providers. We are planning that in 2006 that nurses working with the elderly will be trained to provide multi-factorial falls assessments and diabetes management interventions.

Management Information System

With assistance from the state, Kenosha County procured and implemented Anasazi, a comprehensive (clinical and claims) information system to support our current long-term care business processes across the service domain covered by Family Care. The system supports enrollment, case management, service authorization and claims processing. Additionally we have built supplemental applications to support I&A services and HSRS reporting.

These systems can be adjusted as needed to give Kenosha County the capacity to track and report service utilization and costs by service code and by person or client group. They also support outcome-driven service planning and the tracking. In sum, Kenosha County has the capacity to manage the client, fiscal, service and community data and controls needed to operate a managed care business model.

Provider Network

Kenosha County has contracts with over 191 providers representing most of the services that will be included in the Family Care benefit package. Several of the providers are willing with adequate preparation time, to expand their services. With an implementation grant we would hire a provider network developer to work with current and new providers to assure that there is sufficient capacity, that contract standards, rates, service authorization and reporting requirements are understood and contracts are signed.

We also expect that Kenosha's citizens will continue to support one of the largest networks of volunteers in the state, providing Meals on Wheels, rides, companionship, grocery shopping and other services. We plan to retain a high level of cooperation among public and private organizations that has allowed our community to significantly expand such services as an equipment loan closet and respite care for persons with dementia.

Prevention

Health promotion and prevention strategies will be incorporated in assessments and care plans for members enrolled in Family Care including a multi-factorial falls assessment, Chronic Disease Self-Management classes and tracking of the Diabetes Prevention Quality Indicators. Population based prevention services will also be offered through the ADRC.

Workforce Development

The growing health care workforce shortage in Wisconsin threatens the availability and quality of long term care. Kenosha County has been a leader in addressing local, state and federal workforce issues and will continue strategies to improve the retention, recruitment and recognition of direct care workers and nurses across the continuum of long term care.

Collaboration

We will cooperate with entities offering acute and primary care management through SSI Managed Care, Medicare Choice products, Partnership, or other integrated models to enhance the value and extent of health care coordination with our enrollees. We will also explore the development of a consortium with Family Care or other managed care entities to examine the potential of certain joint purchasing, sharing of training resources, rate analysis and other ways to realize mutual benefit.

Consumer and Citizen Involvement

Consumers, providers and other concerned citizens in Kenosha County feel very strongly about maintaining local access to services and decision-makers and involvement in decision-making. Kenosha County formed a Long Term Care Council, in addition to its Resource Center Board, that meets Family Care statutory requirements and affords citizens the opportunity to help craft the direction of long term care reform for Kenosha County.

Kenosha County has been a leader in strategies to improve services and service management for older persons and persons with disabilities. We look forward to the opportunity to work with the state to make greater strides in prevention and long term care reform.